



# Maximising Your NHS Income

## Practical Actions That Work

Our sponsors:



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Bridge

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Supported by:



Business Services Authority



PHARMACIST  
SUPPORT

# Action Planning

## Your Action Plan

Understanding the Basics Masterclass

Actions	Deadline	Team Member	Tick when complete

### Making the Right Claim

Actions	Deadline	Team Member	Tick when complete

### Services – Resetting Your Focus

Actions	Deadline	Team Member	Tick when complete

### Resetting Your Thinking

Actions	Deadline	Action and links	Tick when complete

### Bringing it to Life

Actions	Deadline	Team Member	Tick when complete

### Additional Notes

Actions	Deadline	Team Member	Tick when complete

#### Get in Touch

Email: [enquiries@cpgm.org.uk](mailto:enquiries@cpgm.org.uk)  
Phone: 0161 228 6163  
Meet our team: [CPGM Office Team and Committee](#)





# Understanding the Basics Masterclass

# Why understanding your pharmacy finances matter

- Understand your business performance
- Take control and be proactive
- Make informed decisions
- Identify trends and problems early
- Take action!!





# Cash Flow & Monthly Management Accounts

# Monthly P&L

Pharmacy Limited - Drugs Group of Pharmacies														
Profit and Loss - Combined														
September 2024 - June 2025														
	Sep-24	Oct-24	Nov-24	Dec24	Jan25	Feb25	Mar25	Apr-25	May-25	Jun-25	YTD Jun-25	YTD Jun-24	Variance	
<b>Income</b>														
4000 Sale of Goods and Drug Reimbursement														
4000/01 NHS Drug Payments	106,325	107,172	108,363	115,697	107,600	99,334	103,780	110,730	119,276	111,571	1,089,849	1,111,686	(21,837)	
4000/02 Retail Sales	23,459	24,489	21,686	24,227	25,522	22,421	22,186	21,674	23,556	22,940	232,161	232,013	148	
4000/03 Private Prescriptions	9,120	10,432	9,857	9,922	7,864	9,222	12,789	13,335	10,166	9,777	102,482	87,010	15,472	
4000/04 Services Cost Reimbursement	769	21,253	3,199	1,403	875	815	928	789	545	820	31,397	14,592	16,804	
4000/07 NHS Levy	(257)	(198)	(307)	(287)	(396)	(317)	(317)	(168)	(327)	(267)	(2,861)	(927)	(1,934)	
4000/09 Onpos & NWOS										13	13	0	13	
<b>Total 4000 Sale of Goods and Drug Reimbursement</b>	<b>139,415</b>	<b>163,148</b>	<b>142,798</b>	<b>150,962</b>	<b>141,465</b>	<b>131,476</b>	<b>139,365</b>	<b>146,360</b>	<b>153,217</b>	<b>144,835</b>	<b>1,453,040</b>	<b>1,444,373</b>	<b>8,667</b>	
<b>4005 Income from Fees &amp; Services</b>														
4005/01 NHS Prescription Fees	21,614	22,951	21,100	23,614	21,695	20,794	20,193	25,873	25,177	24,525	227,536	227,981	(445)	
4005/02 New Medicine Services (NMS)	2,296	2,122	1,402	3,416	3,892	3,640	3,836	2,828	3,024	2,604	29,060	13,600	15,460	
4005/03 NHS Pharmacy First Service (CPCS)	1,335	1,350	1,785	1,545	1,875	1,830	2,160	2,524	2,124	2,210	18,738	8,943	9,796	
4005/04 NHS Hypertension Check (BP) and ABPM Fee	135	285	690	405	1,140	1,770	2,040	1,459	933	1,339	10,197	1,815	8,382	
4005/05 NHS Oral Contraceptions Services (OC)	486	702	738	594	648	828	738	1,075	1,350	1,175	8,334	1,690	6,644	
4005/07 NHS Flu Remuneration		12,176	1,351	450	38	57					14,073	6,706	7,367	
4005/08 NHS Discharge Medicine Service (DMS)	117	210	315	175	245	315	105	140	140	117	1,879	2,427	(548)	
4005/13 NHS Services (PGD, Misc Income, Ear Waxing Etc)		39			529	1,211	1,266	1,127	1,678	1,384	7,234	250	6,984	
<b>Total 4005 Income from fees &amp; Services</b>	<b>25,983</b>	<b>39,835</b>	<b>27,380</b>	<b>30,199</b>	<b>30,063</b>	<b>30,446</b>	<b>30,338</b>	<b>35,027</b>	<b>34,426</b>	<b>33,354</b>	<b>317,052</b>	<b>263,412</b>	<b>53,640</b>	
<b>4010 Other NHS Services</b>														
4010/01 NHS LFD Services Income	197	374	187	192	250	134	250	256	207	138	2,184	72	2,112	
4010/02 NHS Pharmacy Quality Scheme								4,313			4,313	4,875	(563)	
4010/05 Pharmacy First Fixed & Incentive Payment	1,000	1,000	1,000	2,000	2,000	2,000	2,000	1,000	1,000	1,500	14,500	12,000	2,500	
<b>Total 4010 Other NHS Services</b>	<b>1,197</b>	<b>1,374</b>	<b>1,187</b>	<b>2,192</b>	<b>2,250</b>	<b>2,134</b>	<b>2,250</b>	<b>5,568</b>	<b>1,207</b>	<b>1,638</b>	<b>20,997</b>	<b>16,947</b>	<b>4,049</b>	
<b>4020 Other Income</b>														
4026 Travel Clinic Income	12,690	15,854	16,196	16,528	17,916	13,149	16,228	16,230	11,436	12,823	149,050	77,137	71,913	
4028 Vaccination Income				493		836		29	291	623	3,477	8,243	(4,766)	
4032 EHC Income	1,284				913	215			685		3,097	11,371	(11,371)	
<b>Total 4020 Other Income</b>	<b>14,729</b>	<b>16,304</b>	<b>16,196</b>	<b>17,020</b>	<b>18,829</b>	<b>13,365</b>	<b>17,064</b>	<b>16,259</b>	<b>12,412</b>	<b>13,446</b>	<b>155,624</b>	<b>99,279</b>	<b>56,345</b>	
<b>4501 Services</b>														
4501 Services	30	90	60	60	150	270	135	120	270	180	1,365	1,927	(562)	
<b>Total income</b>	<b>181,354.20</b>	<b>220,752</b>	<b>187,622</b>	<b>200,434</b>	<b>192,756</b>	<b>177,691</b>	<b>189,151</b>	<b>203,334</b>	<b>201,532</b>	<b>193,452</b>	<b>1,948,078</b>	<b>1,825,938</b>	<b>122,140</b>	
<b>Cost of Sales</b>														
5000 Materials Purchased	126,108	131,482	111,413	119,986	121,272	113,393	118,128	127,267	127,480	118,625	1,215,154	1,201,835	13,319	
5004 Flu Stock COS		13,981	1,551	517	44	66					16,159	7,525	8,634	
5009 Discounts Taken	(2,818)	(2,064)	(2,611)	(1,809)	(2,290)	(2,232)	(2,187)	(1,770)	(1,823)	(1,852)	(21,458)	(20,857)	(601)	
<b>Total Cost of Sales</b>	<b>123,290</b>	<b>143,399</b>	<b>110,354</b>	<b>118,694</b>	<b>119,025</b>	<b>111,227</b>	<b>115,940</b>	<b>125,497</b>	<b>125,657</b>	<b>116,773</b>	<b>1,209,855</b>	<b>1,188,503</b>	<b>21,352</b>	
<b>Gross Profit</b>	<b>58,064</b>	<b>77,353</b>	<b>77,268</b>	<b>81,740</b>	<b>73,731</b>	<b>66,464</b>	<b>73,211</b>	<b>77,837</b>	<b>75,875</b>	<b>76,679</b>	<b>738,223</b>	<b>637,435</b>	<b>100,788</b>	
<b>Expenses</b>														
4300 Dividends Income											0	(41,718)	41,718	
6003 Delivery Charges												161	(161)	
7000/01 Staff Wage Cost	21,462	25,993	24,403	26,874	26,938	29,872	31,894	31,298	31,198	31,386	281,317	240,921	40,396	
7000/02 Director Salaries	6,083	4,583	4,083	5,083	5,083	5,083	5,083	5,083	5,083	5,083	50,333	60,833	(10,500)	
7000/03 Locum Costs	3,527	10,185	4,280	5,531	9,557	6,128	7,660	7,254	7,659	7,231	69,012	60,385	8,627	
7000/04 Driver Costs	510	510	510	510	600	580	610	560	640	640	5,670	4,540	1,130	
7000/05 Pre-Registration Allowance											0	(15,367)	15,367	
7000/07 Pre-Registration Trainee Pharmacy Technicians					(1,254)	(6,272)	(5,018)	(5,018)	(5,018)	(5,018)	(27,597)	0	(27,597)	
<b>Total 7000 Total wages costs</b>	<b>31,583</b>	<b>41,271</b>	<b>33,277</b>	<b>37,998</b>	<b>40,924</b>	<b>35,391</b>	<b>40,229</b>	<b>39,178</b>	<b>39,563</b>	<b>39,323</b>	<b>378,736</b>	<b>351,313</b>	<b>27,423</b>	
7006 Employers NIC	1,860	2,252	2,063	2,515	2,584	2,882	3,124		1,450		18,730	16,979	1,751	
7007 Employers Pensions	258	302	342	372	185	295	294	249	345	346	2,987	3,295	(307)	
7011 SMP Reclaimed											0	(7,115)	7,115	
7100 Rent	4,271	4,271	4,271	4,271	4,271	4,271	4,271	4,271	4,271	4,271	42,708	42,708	(0)	
7102 Water Rates	68	80	58	73	71	38	33	76	84	89	671	453	218	
7103 General Rates	96	348	348	348	348	348	348	836	836	836	4,693	(2,493)	7,186	
7200 Electricity	602	611	689	696	(10)	816	(1,271)	542	480	97	3,251	9,376	(6,125)	
7300 Vehicle Fuel										3,375	3,375	0	3,375	
7304 Miscellaneous Motor Expenses	71	17	172	17	17	17	1,708	17	526	849	3,410	1,537	1,874	
7400 Travelling and Subsistence	200	38	85				220		27	85	655	1,116	(461)	

# Things to consider

- Produce monthly management accounts
- Get clear on when suppliers/invoices need to be paid
- Monthly VAT returns
- Make sure you are recording private services appropriately



# Understanding the Global Sum & Margin

# Community Pharmacy Funding Distribution

Total Funding: £3.288bn

Core Funding: £3.073bn

Fees & Allowances £2.173bn

## Essential service fees (core)

- Single activity fee for every dispensed item (currently £1.46)
- Additional fees e.g. specials, CDs
- Expensive prescription fee

## Pharmacy Access Scheme

up to £20m (core)

## Pharmacy Quality Scheme

£30m (core)

PCARP: (Pharmacy First, Pharmacy Contraception Service, Hypertension Case Finding): Additional £215m depending on activity

Retained Buying Margin £900m (core)

Controlled through reimbursement prices for over 600 commonly dispensed medicines in Cat M of the Drug Tariff.

**Price Concessions:** CPE can apply for a price concession for any product in Part VIII of the drug tariff where it is only available above Drug Tariff reimbursement price. Monitored via CPE Margin Survey with DHSC.

# Core Funding Breakdown

- National
- Fees – £2,170 million
- Margin – £900 million
- 10,000 item pharmacy
- Fees – £205,000
- Margin – £86,000



# Price Concessions & Shortages

# Monthly Concessions Cycle

How the price concession process progresses in a typical month.



## Beginning

**Pharmacies:** Share reports of medicines unavailable to purchase at or below the listed Drug Tariff prices to Community Pharmacy England.

### Community Pharmacy England

- Gathers information about pricing and availability of medicines reported to only be available above the Drug Tariff price.
- Collates reports and reviews prices against wholesaler prices.
- Submits initial price concession applications to DHSC.

**DHSC:** Receives concession applications from Community Pharmacy England.



## Middle

**DHSC:** Receives price concession application from Community Pharmacy England

- Gathers pricing and stock information from suppliers under their data gathering powers.
- Uses actual sales and volume data gathered from manufacturers and wholesalers to determine concessionary prices.
- Shares proposed prices to Community Pharmacy England for further consideration.

### Pharmacies:

Continue reporting medicines unavailable to purchase at or below the Drug Tariff price including any new products that Community Pharmacy England should consider for inclusion in the next price concession applications for that month.

### Community Pharmacy England

- Reviews DHSC's decisions and proposed prices to determine whether they are acceptable by checking against the latest reports available.
- Where prices agreed, informs DHSC and works to co-ordinate publication of a price concessions update on its and the NHSBSA's websites.
- In some cases, Community Pharmacy England may accept DHSC's refusal to grant a price concession if this is supported by the reports and data.
- Where agreement is not reached on prices, Community Pharmacy England will review reports and submit a counterproposal of acceptable prices.
- New price concessions applications to DHSC are submitted throughout the month, where appropriate.



## END

### DHSC:

- If agreement on final prices cannot be reached, DHSC enacts a Ministerial approval process to impose prices (or refuse concessionary prices).
- Sends a letter to Community Pharmacy England confirming the prices set for all outstanding concession applications.
- Provides a list of price concessions eligible for rolling over to the following month.

### Community Pharmacy England:

- Receives DHSC's letter and works to co-ordinate publication of a final price concessions update on its and the NHSBSA websites.
- Prices for certain products applied for at the end of the month may be rolled over into the following month.
- For certain imposed prices that are deemed to be very low, Community Pharmacy England may submit further representations to DHSC for a price re-determination.



Actual timings may vary; this timeline is for illustrative purposes only.

# Things to consider

- Are you maximising the amount of margin on purchases?
  - Using a buying portal?
  - Number of wholesalers?
  - Tendering?
- Are you making sure you inform CPE about lines over DT price?
- Are you reporting medicine shortages and supply disruptions?

# Reporting to CPE

- Report any products purchased over Drug Tariff prices  
<https://cpe.org.uk/dispensing-and-supply/supply-chain/problems-with-obtaining-a-generic-medicine/>
- Report any medicine shortages or supply disruptions  
<https://cpe.org.uk/dispensing-and-supply/supply-chain/shortage-reporting-form/>

# Fees income

A large blue rectangle is centered on the page, containing the text "Fees income". The background is a light teal gradient. Scattered around the blue rectangle are several small squares in various colors: orange, pink, purple, blue, and green. Some of these squares are grouped together, such as a cluster of blue and green squares on the right side and a cluster of orange, pink, and purple squares on the left side.

# Things to consider

- Check if the item is allowed
- Is the prescription valid?
- Has the prescriber put on the correct endorsements?
  - AF
  - FS
  - SLS
- Is the prescription written correctly?
  - Brand name in dosage instructions



# What's costing you money

# What's costing you money

- Not claiming for services provided
- Holding too much/not enough stock
- Submission errors
- Expired prescriptions





# End-of-month submission process

# End of month submission checks

EPS prescriptions	Paper prescriptions
Check all EPS prescriptions are correctly <b>endorsed</b>	Ensure prescriptions are endorsed in the left-hand column. Strike through and endorse ' <b>ND</b> ' against any items not dispensed
Check any supplementary prescription information is <b>not</b> included in the dosage field	Check the reverse of all FP10 prescriptions are completed in full <b>including a signature</b>
Select the correct <b>exempt or paid declaration</b> before submitting the claim notification	Ensure the right-hand side of FP10MDA instalment prescription forms are endorsed in full
Ensure Dispense Notifications (DN) and Claim Notifications (CN) are submitted within the 5-day window and claimed before the <b>180-day expiry</b>	Sort the forms into relevant <b>paid or exempt</b> groups and required forms are placed in the <b>red separator</b>

# Reimbursement of EPS items

## Reimbursed based on the September Drug Tariff

September			October					
28	29	30	1	2	3	4	5	6

Dispense notification sent 29 September

Electronic claim message received before midnight on 5 October

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## Reimbursed based on the October Drug Tariff

September			October					
28	29	30	1	2	3	4	5	6

Dispense notification sent 29 September

Electronic claim message received after midnight on 5 October

# Manage Your Service (MYS)

**Summary**

Prescription Submissions

Services

Audits

Administration

## Summary

**21**  
[Unpaid items](#)

Items with missing information	Item type
11	EPS items
10	Paper prescription items

**Submissions and payments**

Missed a submission? Telephone the help desk on 0300 330 1368 or email [mys@nhsbsa.nhs.uk](mailto:mys@nhsbsa.nhs.uk).

Period	Status	Action
January 2026	Not started	<a href="#">Start submission</a>
December 2025	Processed	<a href="#">View</a>
November 2025	Processed	<a href="#">View</a>
October 2025	Processed	<a href="#">View</a>

NHS Manage Your Service

Summary

**Prescription Submissions**

Services

Audits

Administration

## Prescription submissions

[Disallowed items](#)

[Unpaid items](#)

[Prescription Image Request](#)

[FP34C Submissions](#)

# What to declare separately on your FP34C form

- Total number of EPS and paper prescription forms and items
- Number of FP57 refund forms and the value of the refunded amount
- Claims for Serious Shortage Protocol (SSPs)
- Number of Advanced Services delivered during the month:
  - Appliance Use Reviews (AURs)
  - New Medicine Service (NMS) provided – both intervention and follow-up consultations

# Item Advance Payments

FP34C submission date	Payment
By 5th of the month (or 6th if Bank holidays occur in first five days of month)	Early advance payment paid 4 working days after submission deadline (typically between days 10 – 12 of the month following dispensing month)
After 5th of the month	<b>No early advance payment</b> Normal advance payment is received approximately 1 month after the end of the dispensing month
After 20th of the month	<b>No advance payment received</b> Final reconciliation payment is received 2 months after the end of the dispensing month

# Service Fee Advance Payments

- Service fee advances are paid on the same day as the early advance fee and includes consultation fees for the consultation fees for
  - Flu (adult)
  - Covid-19
  - Pharmacy Contraception Service (including Emergency Contraception)
  - Hypertension Case-Finding Service (HCFS)
- Displayed in the payment schedule as “Service fee advance”.



**Are you getting the  
most out of your team?**

# What's costing you money

- Staff productivity
- Dispensary layout
- Team management
- MDS?
- Deliveries?
- Extended hours?



# Staff productivity

- Set the dispensary up to succeed
- Train the staff
- Simplify where possible
  - Look at all processes
  - Use staff to the top of their licences
  - Where are the “time sinks”
- Speak to Velresco and Skills4Pharmacy

# Sample KPIs

- Dispensing volume
- NMS
- Services
- PF recruitment

DATE: 07/1/20

Session	Dispenser name	Items given	Time Started	Time Finished	Items Left	Lunch
SAMPLE	NAME	250	10:30am	2:30pm	0	30 Mins
AM	[REDACTED]	250	10:00	2:15pm	0	30min
AM	[REDACTED]	250	10:30	2:30	87	1hour
PM	[REDACTED]	250	2:30pm	5:30pm	116	N/A
PM	[REDACTED]	200	2:30pm	4:45pm	0	N/A

# MDS and Deliveries

- Do you know the true cost of these services?
- Have you made them as efficient as possible?
- Would you be better or worse off if you stopped them?



# Understanding the Basics Masterclass Continued

The background features a light teal-to-white gradient. A large, solid blue rectangle is centered on the page. Scattered around this rectangle are several small, solid-colored squares in orange, pink, purple, and blue. Some of these squares are grouped together, such as a cluster of three squares (green, blue, blue) on the right side and a cluster of four squares (orange, pink, purple, blue) in the bottom-left corner.

# BSA PortAL

## NHS Registered Users Login

E-mail

Password

\* Your password will expire after 90 days

[Forgotten your password?](#)

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### Need to register?

For further information on registration and who is an authorised user click [here](#).

If you are not carrying out an NHS role, a limited view of the data is available via the guest log on.

## Guest Login

If you are not carrying out an NHS role, use Guest login to see a limited view of the data

Type the code shown in the picture



+ Report

Enter Search Criteria

Search

[Payment Information](#)

**PAYMENT INFORMATION**

[Prescription Item Report](#)

[Schedule of Payments](#)

[Supplementary Report](#)

[BNF Code Information](#)

Reports will be bookmarked in their default format.

13  
Dec

**Common Information Reports will no longer be published on the ISP**

The Pharmacy Contract, Prescriber Details, ...

5  
Jun

**Management Information Spreadsheet Reports- Update**



# Reviewing your FP34C

# Schedule of Payments

For: [REDACTED]  
 T/A: [REDACTED]  
 OCS code: [REDACTED]  
 Dispensing Month: Sep 2025

		£
<b>Net Payment made by NHSBSA 01 Dec 2025 by BACS</b>		<b>7,539.30</b>
<b>SUMMARY OF PAYMENT AMOUNTS</b>		
		£
Total of drug and appliance costs		74,069.73
Total of all fees		14,849.75
<b>Total of drug and appliance costs plus fees</b>		<b>88,919.48</b>
Total of charges (including FP57 refunds)		-3,801.60
<b>Total of account</b>		<b>85,117.88</b>
Recovery of advance payment		-81,606.75
Recovery of advance payment in respect of a late registered batch		0.00
Recovery of service fee advance		-131.70
<b>Balance due in respect of</b>	<b>Sep 2025</b>	<b>3,379.43</b>
Payment on account for	Oct ( 9636 items less 479 charges)	97,592.22
Advance payment in respect of a late registered batch		0.00
Service fee advance		3,720.41
<b>Total amount authorised by NHSBSA</b>		<b>104,692.06</b>
Total amount authorised by LPP		-96.08
Total of other amounts authorised		-97,056.68
<b>Net payment made by NHSBSA</b>		<b>7,539.30</b>
<b>DRUG AND APPLIANCE COSTS</b>		
		£
Total of basic prices at standard discount rate		50,271.21
Discount		-5,194.24
Total of basic prices at zero discount		28,802.09
Sub total of basic prices		73,879.06
Out of Pocket expenses		0.00
Payment for consumables	8095 @ 1.24 p	100.37
Payment for containers		90.30
PFCP VAT		0.00
Contraception VAT		0.00
Influenza Vaccination VAT allowance		0.00
<b>Total of drug and appliance costs</b>		<b>74,069.73</b>

# Schedule of Payments

For: [REDACTED]  
 T/A: [REDACTED]  
 OCS code: [REDACTED]  
 Dispensing Month: Sep 2025

PHARMACY FEES		£	£
Activity payment	8085 @ 146 p	11,804.10	
Additional fees	2A unlicensed medicines	20.00	
	2B appliances - measured and fitted	0.00	
	appliance - home delivery	61.90	
	2E controlled drug schedules 2 and 3	294.19	
	Methadone payment	2.50	
	2F expensive prescription fees 89	342.36	
	Manually priced	0.00	
Sub total of prescription fees			12,525.05
Other fees	Appliance use reviews carried out at patients home		0.00
	Appliance use reviews carried out at premises		0.00
	Stoma customisation		0.00
	New medicine service		1,904.00
	Pharmacy First Consultation Fees (PFCP)		289.00
	Pharmacy First Payment (PFCP)		0.00
	Pharmacy First Consultation Cap Adjustment (PFCP)		0.00
	Contraception Initiation Service Consultation Fees		0.00
	Contraception Ongoing Service Consultation Fees		0.00
	Contraception Emergency Oral Service Consultation Fees		0.00
	Hypertension Clinic Consultation Fees		30.00
	Hypertension ABPM Consultation Fees		101.70
	Influenza Vaccination Consultation Fees		0.00
	Covid Vaccination Consultation Fees		0.00
	Covid Vaccination Out Season Fees		0.00
	Covid Vaccinations Home Bound Fees		0.00
<b>Total of all fees</b>			<b>14,849.75</b>

# Schedule of Payments



Business Services Authority

For:

T/A:

OCS code:

Dispensing Month: Sep 2025

## CHARGES

	£
Collected charges	-3,821.40
FP57 refunds	19.80
<b>Total of charges (including FP57 refunds)</b>	<b>-3,801.60</b>

## DETAILS OF LOCAL AMOUNTS AUTHORISED BY GREATER MANCHESTER ICB

	£
LPC - Statutory Levy	-96.08
<b>Total amount authorised by LPP</b>	<b>-96.08</b>

## DETAILS OF OTHER AMOUNTS AUTHORISED

	£
Pharmacy Access Scheme Payment	1,421.88
Adjustment - Drugs	97.44
Adjustment - Fees	1.79
Discharge Med Review Fee	235.00
Recovery of early payment on account	-101,312.63
Foundation Trainee Pharmacist Training	2,208.34
LFD Eligible Patient Service Fee	4.92
LFD Eligible Patient Test Cost	4.20
PF UMS & MI Reimbursement Payment	15.38
PF UMS & MI Remuneration Payment	267.00
<b>Total of other amounts authorised</b>	<b>-97,056.68</b>

## PHARMACY DATA

Total prescription forms received	4036
Total electronic prescription forms received	3838
Total electronic prescription items received	7823
Prescription items at zero discount rate, for which a fee is paid	970
Prescription items at standard discount rate, for which a fee is paid	7115
Total of prescription items, for which a fee is paid	8085
Average item value	10.70
Referred back prescription items	14
Referred back prescription forms	12
FP57 forms declared	2
Appliance use reviews carried out at patients home declared	0
Appliance use reviews carried out at premises declared	0
New medicine services undertaken	136
New medicine service items	8037
Pharmacy First Consultations (PFCP)	17
Pharmacy First Items supplied (PFCP)	10
Pharmacy First Consultation Cap (PFCP)	46
Contraception Initiation Service Consultations	0
Contraception Ongoing Service Consultations	0
Contraception Emergency Oral Consultations	0
Total Contraception Service Items Supplied	0
Hypertension Clinic Consultations	3
Hypertension ABPM Consultations	2
Influenza Vaccination Consultations/Items	0
Covid Vaccination Consultations/Items	0
Covid Vaccinations Home Bound Consultations/Items	0
Covid Vaccination Out Season Consultations/Items	0

# Schedule of Payments

For:

T/A:

OCS code:

Dispensing Month: Sep 2025

## DISCOUNT ON SCHEDULE

	BASIC PRICE	DISCOUNT RATE	DISCOUNT	PRICE AFTER DISCOUNT
	£	%	£	£
Generic	16,237.19	20.00	-3,247.44	12,989.75
Branded	28,950.81	5.00	-1,447.54	27,503.27
Appliances	5,039.83	9.85	-496.42	4,543.41
DND	28,802.09	0.00	0.00	28,802.09
<b>Sub total (Prescriptions)</b>	<b>79,029.92</b>		<b>-5,191.40</b>	<b>73,838.52</b>
Generic (PFCP)	4.52	20.00	-0.90	3.62
Branded (PFCP)	38.86	5.00	-1.94	36.92
DND (PFCP)	0.00	0.00	0.00	0.00
<b>Sub total (PFCP)</b>	<b>43.38</b>		<b>-2.84</b>	<b>40.54</b>
Branded (Contraception)	0.00	5.00	0.00	0.00
<b>Sub total (Contraception)</b>	<b>0.00</b>		<b>0.00</b>	<b>0.00</b>
DND (Influenza)	0.00	0.00	0.00	0.00
<b>Sub total (Influenza)</b>	<b>0.00</b>		<b>0.00</b>	<b>0.00</b>
<b>Total</b>	<b>79,073.30</b>		<b>-5,194.24</b>	<b>73,879.06</b>

# Schedule of Payments

For: [REDACTED]  
 T/A: [REDACTED]  
 OCS code: [REDACTED]  
 Dispensing Month: Sep 2025

## SUMMARY OF VAT ON PFCP

	BASIC PRICE	PRICE AFTER DISCOUNT	VAT RATE	VAT
	£	£	%	£
PFCP PGD Generic	4.52	3.62	0.00	0.00
PFCP PGD Branded	38.86	36.92	0.00	0.00
PFCP PGD DND	0.00	0.00	0.00	0.00
PFCP Non-PGD Generic	0.00	0.00	20.00	0.00
PFCP Non-PGD Branded	0.00	0.00	20.00	0.00
PFCP Non-PGD DND	0.00	0.00	20.00	0.00
<b>Total</b>	<b>43.38</b>	<b>40.54</b>		<b>0.00</b>

## SUMMARY OF VAT ON CONTRACEPTION

	BASIC PRICE	PRICE AFTER DISCOUNT	VAT RATE	VAT
	£	£	%	£
Contraception Branded	0.00	0.00	0.00	0.00
<b>Total</b>	<b>0.00</b>	<b>0.00</b>		<b>0.00</b>

## SUMMARY OF INFLUENZA VAT ALLOWANCE

	BASIC PRICE	PRICE AFTER DISCOUNT	VAT RATE INCURRED	VAT ALLOWANCE
	£	£	%	£
Influenza DND	0.00	0.00	20.00	0.00
<b>Total</b>	<b>0.00</b>	<b>0.00</b>		<b>0.00</b>

# Schedule of Payments

For: [REDACTED]  
 T/A: [REDACTED]  
 OCS code: [REDACTED]  
 Dispensing Month: Sep 2025

## SUMMARY OF VAT ON PFCP

	BASIC PRICE	PRICE AFTER DISCOUNT	VAT RATE	VAT
	£	£	%	£
PFCP PGD Generic	4.52	3.62	0.00	0.00
PFCP PGD Branded	38.86	36.92	0.00	0.00
PFCP PGD DND	0.00	0.00	0.00	0.00
PFCP Non-PGD Generic	0.00	0.00	20.00	0.00
PFCP Non-PGD Branded	0.00	0.00	20.00	0.00
PFCP Non-PGD DND	0.00	0.00	20.00	0.00
<b>Total</b>	<b>43.38</b>	<b>40.54</b>		<b>0.00</b>

## SUMMARY OF VAT ON CONTRACEPTION

	BASIC PRICE	PRICE AFTER DISCOUNT	VAT RATE	VAT
	£	£	%	£
Contraception Branded	0.00	0.00	0.00	0.00
<b>Total</b>	<b>0.00</b>	<b>0.00</b>		<b>0.00</b>

## SUMMARY OF INFLUENZA VAT ALLOWANCE

	BASIC PRICE	PRICE AFTER DISCOUNT	VAT RATE INCURRED	VAT ALLOWANCE
	£	£	%	£
Influenza DND	0.00	0.00	20.00	0.00
<b>Total</b>	<b>0.00</b>	<b>0.00</b>		<b>0.00</b>

# Schedule of Payments

For: [REDACTED]  
 T/A: [REDACTED]  
 OCS code: [REDACTED]  
 Dispensing Month: Sep 2025

## PAYMENT FOR CONSUMABLES

	ITEMS	RATE	£
		p	
Prescription	8085	1.24	100.25
PFCP	10	1.24	0.12
<b>Total</b>	<b>8095</b>		<b>100.37</b>

## PAYMENT FOR CONTAINERS

	ITEMS	RATE	£
		p	
Prescription	897	10.00	89.70
PFCP	6	10.00	0.60
<b>Total</b>	<b>903</b>		<b>90.30</b>

## SUMMARY OF CHARGES

	NUMBER OF CHARGES	RATE	AMOUNT
		£	£
Excluding elastic hosiery	[REDACTED]	9.90	[REDACTED]
Excluding elastic hosiery old rate	0	9.90	0.00
Elastic hosiery	0	9.90	0.00
Elastic hosiery old rate	0	9.90	0.00
<b>Sub total (Prescriptions)</b>	<b>384</b>		<b>-3,801.60</b>
Excluding elastic hosiery (PFCP)	2	9.90	-19.80
Excluding elastic hosiery old rate (PFCP)	0	9.90	0.00
<b>Sub total (PFCP)</b>	<b>2</b>		<b>-19.80</b>
<b>Total</b>	[REDACTED]		[REDACTED]

# Schedule of Payments

For: [REDACTED]  
 T/A: [REDACTED]  
 OCS code: [REDACTED]  
 Dispensing Month: Sep 2025

## PFCP CURRENT SUBMISSION PERIOD

	CONSULTATION CAP	SUBMITTED CLAIMS	EXCEEDED CAP BY	CAP ADJ AMOUNT £
JUNE 2025 (Band 03)	56	0	0	0.00
JULY 2025 (Band 02)	44	0	0	0.00
AUGUST 2025 (Band 03)	58	0	0	0.00
SEPTEMBER 2025 (Band 02)	46	17	0	0.00

## PFCP OVERALL SUBMISSIONS

	FIXED PAYMENT PAID	SUBMITTED CLAIMS	REMAINING CONSULTS	TOTAL CAP EXCEEDED
JUNE 2025	JUN 2025	22	34	0
JULY 2025	JUL 2025	41	3	0
AUGUST 2025		17	41	0
SEPTEMBER 2025		17	29	0

# Schedule of Payments

For: [REDACTED]  
 T/A: [REDACTED]  
 OCS code: [REDACTED]  
 Dispensing Month: Sep 2025

## ITEMS TRANSFERRED BETWEEN EXEMPT AND CHARGEABLE GROUPS

Exempt to Chargeable	0
Exempt to Chargeable (old rate)	0
Chargeable to Exempt	0
Chargeable (old rate) to Exempt	0

## SUMMARY OF EXPENSIVE ITEMS

The total number of items reported may not always correspond with the number of "Expensive prescription fees" shown on the schedule of NHSBSA authorised payments. This is due to the fact that any information in this Expensive Item List is reported at drug code level. The basic price values in the table below do not take into account any broken bulk adjustments credited/debited in the total basic prices included under Drug and Appliance Costs above.

DESCRIPTION	NUMBER OF ITEMS	TOTAL BASIC PRICE £
Number of items over £ 100 and up to £ 300	82	13,238.31
Number of items over £ 300	7	3,878.02
<b>Total of items over £ 100</b>	<b>89</b>	<b>17,116.33</b>

## DETAILS OF ITEMS WHICH HAVE A BASIC PRICE EQUAL TO OR OVER £ 100

FORM/ ITEM	DESCRIPTION	PACK SIZE	QTY	BASIC PRICE £
Z01320/1	PKU SPHERE20 ORAL POWDER 35G SACHETS CHOCOLATE 30	30.00	90	1,472.94
A00151/1	SIGVARIS COMPREFLEX (20-50MMHG) STANDARD CALF	1.00	4	479.96
Z03459/1	ASSICCO 2MG TABLETS 30 3 X 10 TABLETS	30.00	112	459.20
A00150/1	PICO 7 DRESSING KIT 15CM X 20CM 1	1.00	3	411.60
Z02763/1	ATOGEPAANT 60MG TABLETS 28	28.00	56	364.32
Z01473/1	TIRZEPATIDE 5MG/0.6ML INJ 2.4ML PF DISPOS DEV 1	1.00	2	360.00
Z01685/4	MOUNJARO KWIKPEN 15MG/0.6ML INJ 2.4ML PRE-FILLED PENS 1	1.00	1	330.00
Z01312/1	SPEEDICATH FLEX CATHETER MALE 14CH 30	30.00	5	294.70
Z00262/3	PROMAZINE 25MG/5ML ORAL SOLUTION 150	150.00	600	288.92
Z03817/3	PROMAZINE 25MG/5ML ORAL SOLUTION 150	150.00	600	288.92
Z03819/4	SERTRALINE 100MG/5ML CONCENTRATE FOR ORAL SOLN SUGAR	80.00	180	270.00
Z01028/1	KEPPRA 100MG/ML ORAL SOLUTION 300	300.00	4	267.80
Z00528/3	TIRZEPATIDE 7.5MG/0.6ML INJ 2.4ML PF DISPOS DEV 1	1.00	1	255.00
Z01208/1	MOUNJARO KWIKPEN 7.5MG/0.6ML INJ 2.4ML PRE-FILLED PENS 1	1.00	1	255.00
Z01483/2	ZEBINIX 800MG TABLETS 30 3 X 10 TABLETS	30.00	56	253.87
Z00390/1	KEPPRA 750MG TABLETS 60 3 X 20 TABLETS	60.00	180	252.06
Z01237/1	JEXT 300MICROGRAMS/0.3ML (1 IN 1,000) INJ AUTO-INJECTORS 1	1.00	4	242.76
Z01195/4	SEMAGLUTIDE 7MG TABLETS 30	30.00	3	235.44
Z01546/1	MODERMA FLEX CONVEX UROSTOMY BAG WITH FLEXTEND	10.00	30	216.45
Z02429/2	TOUJEO 300UNITS/ML INJ 3ML PRE-FILLED DOUBLESTAR PENS 3	3.00	10	214.23
Z00929/4	HYDROCORTISONE 2.5% OINTMENT 15	15.00	4	209.08
Z03634/1	KEPPRA 1G TABLETS 60 3 X 20 TABLETS	60.00	120	190.68



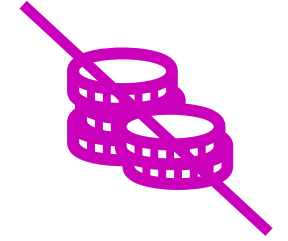
# Things to consider

- Reconcile the number submitted and the number paid
- Reconcile NHS Prescription Fees collected and changed
- Reconcile expensive items
- Reconcile PF and service payments
  - Be aware of caps
- Can you do more NMS, PF?



# Other ways to review data

# Prescription Item Reports (PIRs)

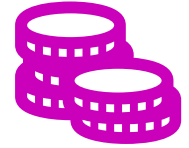


The PIR provides a detailed item-level breakdown of payments for each product supplied against NHS prescriptions and for certain NHS services. This report can be used by pharmacy owners to:

- view a breakdown of payments (reimbursement and remuneration) for individual products supplied each month
- reconcile monthly payments against any claims submitted for NHS prescriptions and for certain NHS services
- Investigate any payment errors or discrepancies which may prompt a request for a prescription re-check,
- identify any staff training needs to help reduce any endorsing / claiming errors

<https://cpe.org.uk/wp-content/uploads/2025/10/How-to-access-your-Prescription-Item-Reports-1.pdf>

# PharmData

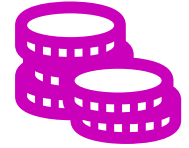


- Presents the NHSBSA datasets in simple dashboards to review volumes and trends

## Quick summary **Items**

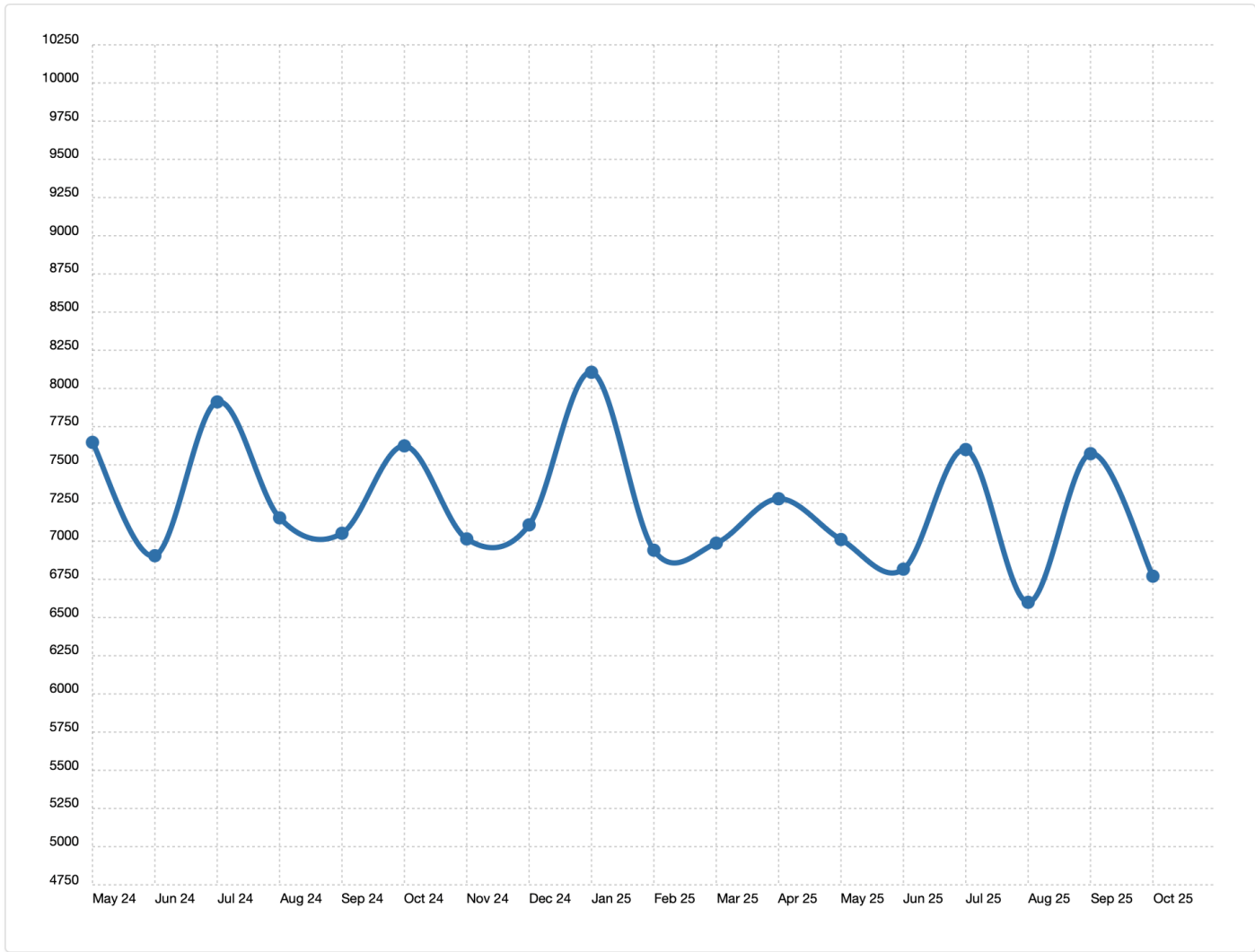
Year on year growth for each period.

Period	My items	My growth	Local growth	National growth
Oct 2025	28,160	+22.97%	+28.75%	+10%
Latest 6 months	158,742	+15.23%	+4.16%	+3.92%
Latest 12 months	297,383	+9.42%	+4.03%	+3.53%



## Script Items claimed

Show trendline
  Items
  18 months



## Average

3m
  6m
  12m

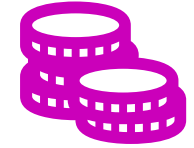
<b>Items</b> <b>6,981</b> -2.27% #7,594 <span>▲</span>
<b>Forms</b> <b>3,573</b>
<b>Pharmacy First</b> <b>33</b>
<b>NMS</b> <b>82</b> #7,329 <span>▶</span>
<b>EPS Takeup Nominations (Δ) ?</b> <b>95%</b> 4121 (+4)



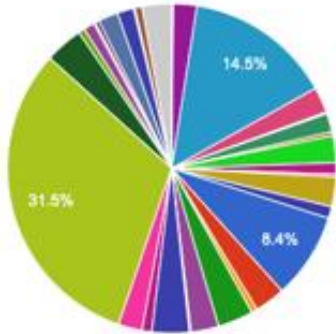
## Track

- Prescription items
- Services e.g. Pharmacy First & NMS
- Nominations

# PharmData



## Prescribed items and pharmacy market share



Select a month to see pharmacy market share of items:

October 2025 (24,752 items) ▼

Show  Search:

Pharmacy	Items dispensed	% of surgery items	% of pharmacy items
MILLERS PHARMACY (FRL56)	7788	31.46%	66.43%
WATERLOO PHARMACY (FAV78)	3577	14.45%	17.25%
ALLIED PHARMACY - TRENTAM ROAD (FLC90)	2087	8.43%	12.09%
WORKSOP PHARMACY HERON CROSS (FTA61)	927	3.75%	6.88%
BLURTON PHARMACY (FQK77)	902	3.64%	9.19%

Showing 1 to 5 of 118 entries

Previous  2 3 4 5 ... 24 Next

- Identify changes in market share

### Prescription Sources - (FRL56)

Practice Code	Prescribing Organisation	Items	Market Share
M83068	Belgrave Medical Centre	7,788	31.46%
M83090	Dunrobin Street Medical Centre	1,256	9.75%
M83004	Mayfield Surgery	577	2.04%
M83126	Longton Hall Surgery	380	1.74%
Y02521	Willow Bank Surgery	332	1.73%
M83028	Glebedale Medical Practice	128	0.5%

# Real World Analytics

Items									
Sep 25 Items	Total Value (@ £10.50 per item)	YoY Growth %	Company Growth %	Local Growth %	Industry Growth %				
21,396	£224,658	▲ 4.6%	▲ 8.4%	▲ 17.7%	▲ 6.1%				
L6 Months Items   Avg Month Value (@ £10.50)   YoY Growth %									
21,608	£226,886	▲ 2.3%	▲ 4.5%	▲ 3.7%	▲ 2.1%				
L12 Months Items   Avg Month Value (@ £10.50)   YoY Growth %									
21,397	£224,672	▲ 1.7%	▲ 5.4%	▲ 2.9%	▲ 2.6%				
Nominations (Latest 3 Month Growth To Current Week)									
Latest Week Nominations		Me	Company Avg	Local Avg	Industry Avg				
15,313	Company Avg: 4,811	0.7%	0.9%	0.4%	0.1%				
Practices									
Industry	Electronic Repeat %	Sep 25 Items YoY Growth %	Latest 6 Months YoY Growth %	Latest 12 Months YoY Growth %					
Industry	15.3%	▲ 6.1%	▲ 2.2%	▲ 2.8%					
My Top Practice									
FAIRFAX GROUP PRACTICE	1.0%	▲ 11.1%	▲ 6.7%	▲ 5.6%					
Top Practices(2-5)									
Other Top 4	15.3%	▲ 17.7%	▲ 4.1%	▲ 1.2%					
Services									
Latest NMS Sep 25									
		Me		Company Avg		Local Avg		Industry Avg	
Latest 1M NMS Claims	237	106	99	76	LM PF Minor Illness	19	11	11	8
NHS Potential Target	420	192	178	156	LM PF Urgent Supply	7	15	12	13
LM NMS % Target Done	56.4%	55.5%	55.5%	48.5%	LM PF CP Consults	35	23	21	24

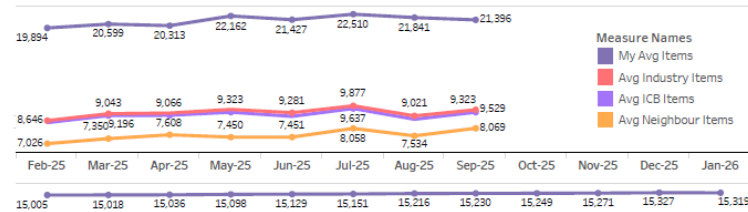
## How am I doing compared to my Neighbours?



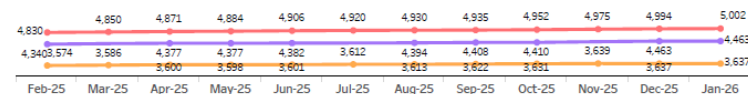
## Items and Item Growth - to September 2025

Rank	Pharmacy + Street	Items		YoY Item Growth %				Nominations		
		Rolling Year Items	Latest Month	Latest Month Growth	Latest 3 Months Growth	Latest 6 Months Growth	Latest 12 Months Growth	LM Nominations	LM Nominations Growth	L3M Nominations Growth
1	PRESTWICH 40 LONGFIE FQH..	256,768	21,396	4.6%	3.7%	2.3%	1.7%	15,327	0.4%	0.7%
2	PHARMACYKWIK 106 BROUG..	143,343	12,444	4.6%	-0.6%	2.3%	2.5%	1,379	-1.4%	-1.6%
3	FORMANS 12 PARK HI FVE59	123,405	10,637	18.1%	6.2%	5.2%	10.4%	3,443	-0.1%	0.2%
4	WHITEFIELD UNIT 3, RIBBLE F..	105,184	9,426	8.2%	5.6%	0.4%	0.7%	3,493	-0.3%	0.1%
5	DENNIS GORE 26 WHITTAK FN..	101,896	8,004	-5.3%	-5.4%	-4.7%	-4.1%	4,563	-0.2%	0.5%
6	TESCO BURY NEW R FT852	94,445	7,900	6.0%	3.6%	2.9%	1.6%	5,289	0.0%	0.7%
7	COHENS ST. GABRIELS MEDIC..	68,017	5,686	-6.2%	-6.2%	-7.8%	-8.3%	6,255	0.0%	0.4%
8	WISE PHARMACIES 474 BURY ..	62,904	5,207	2034.0%	54.1%	22.6%	21.1%	3,624	0.1%	-0.1%
9	GREENLEAF 166 BURY NEW F..	62,326	8,275	169.0%	46.7%	24.5%	5.1%	2,462	1.2%	1.6%
10	SEDGLEY PARK 33 BURY NEW ..	58,131	5,040	11.4%	11.1%	9.0%	10.8%	2,227	-0.6%	1.0%
Grand Total		1,076,419	94,015	17.7%	6.7%	3.7%	2.9%	48,062	0.1%	0.5%

## Trend Lines



## Nominations



Powered By



### Work Load Indicator | Counting Prescription Start Date to First Label Date

Week Ending Date					
December 14, 2025	December 21, 2025	December 28, 2025	January 4, 2026	January 11, 2026	January 18, 2026
1	1	1	0	1	1

### Labelled Items Growth

Last Week			Month To Date			Year To Date		
LW Items	LY LW Items	LW YoY Items %	MTD Items	LY MTD Items	MTD YoY Items %	YTD Items	LY YTD Items	YTD YoY Items %
3,633	3,957	-8.2%	9,757	10,934	-10.8%	9,757	10,934	-10.8%

### Patients Growth

LW Patients	LY LW Patients	LW YoY Patients %	MTD Patients	LY MTD Patients	MTD YoY Patients %	YTD Patients	LY YTD Patients	YTD YoY Patients %
1,129	1,264	-10.7%	2,584	2,790	-7.4%	2,584	2,790	-7.4%

### Patient Information Quality for Last Weeks Patients

Last Week No Email	Last Week No Contact	Last Week No NHS Number	Last Week No Postcode	% Nominated
1,055	233	9	0	97.4%

### New Patients Last Week

Patient Count	No Contact No. Recorded	Patient Not Nominated	Avg Items per Patient	Avg Value per Patient
45	31	24	1.4	11.43

### Unclaimed EPS R2 Scripts - Number of Days Before Expiry

	< 7 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
Script Count	4	1	5	259	255	3,346
£ Reimbursement Cost	38	4	208	1,665	3,521	32,213

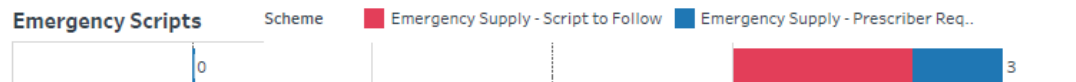
### CD EPS R2 Scripts - Number of Days Before Expiry

	< 7 days	8-15 days	16-21 days	22-28 days	> 28 Days
Script Count	3	7	7	115	10
£ Reimbursement Cost	62	24	122	826	23

### Unclaimed ERD Scripts - Number of Days Before Expiry

	< 7 days	31-60 days	61-90 days
Script Count	2	3	8
£ Reimbursement Cost	3	34	20

### Emergency Scripts



**FP34 Prediction Summary for Last 6 Months** (Negative Variance is PMR Overprediction) Trading Company  
All

	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025
Branches Predicted	1	1	1	1	1	1
Line Items Predicted	16,455	15,545	16,390	16,236	14,819	17,516
Line Items Paid	16,497	15,572	16,460	17,660		
Fee Items Paid	16,441	15,523	16,429	16,222		
EPS Line Items Variance	-7	-4	-2	-11		
Line Items Variance	42	27	70	1,424		
Predicted Drug Costs Before Discount	152,247	140,987	149,026	146,810	130,898	150,894
Paid Drug Cost before Discount	151,532	139,602	149,938	159,774		
Drug Cost Variance before Discount	-715	-1,385	912	12,965		
Clawback Discount	-9,806	-9,143	-10,439	-9,026		
Predicted Drug Cost after Discount	142,349	131,710	138,452	137,519	122,448	141,452
Paid Drug Cost after Discount	141,726	130,459	139,500	153,672		
Drug Cost Variance after Discount	-623	-1,251	1,048	16,154		
Total Service Fee Predicted (NMS)	4,250	2,975	2,225	3,250	2,500	2,000
Total Service Fee Paid (NMS)	4,480	3,276	2,366	3,542		
Services Fee Variance	230	301	141	292		
Total Fees Predicted	29,553	26,831	27,460	28,392	25,319	28,948
Total Fees Paid	31,334	28,512	28,495	41,714		
Total Fee Variance	1,782	1,681	1,036	13,322		
Total Fees Paid (excl Pharmacy First)	30,392	27,519	28,257	41,493		
Total Fee Variance (excl Pharmacy First)	840	688	798	13,101		
Total Charges Predicted	2,431	2,036	2,585	2,473	2,023	2,532
Total Charges Paid	2,406	2,000	2,604	2,435		
Charges Variance	-26	-36	19	-38		
Total of Account Predicted	169,470	156,505	163,327	163,437	145,744	167,869
Total of Account Paid	170,655	156,971	165,391	192,951		
Total Variance	1,185	1,466	2,064	28,514		

# Nomination Data

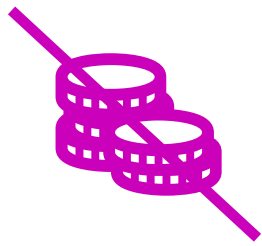
The image features a large, solid blue rectangle in the center, which serves as a background for the text. The text "Nomination Data" is written in a white, serif font, centered within the blue rectangle. The background of the entire image is a light teal color. Scattered around the blue rectangle are several small, solid-colored squares in various colors, including orange, pink, purple, and blue. Some of these squares are grouped together, such as a cluster of three squares (two blue, one green) on the right side, and a cluster of four squares (one orange, one blue, one purple, one green) in the bottom-left corner.

# Nomination data (published weekly)

Checking weekly helps you to:

- Understand your business
- Safeguard your income
- Spot unexpected drops or spikes

ODS Code	Current Active Nominations	Change from last week
FC787	8418	-23
FEP92	8415	18
FG640	8415	33
FG520	8410	6
FPL89	8407	2
FV053	8407	43
FJM40	8406	3
FDC52	8403	26
FQW40	8401	2
FQV61	8395	12
FLP23	8394	23
FNF08	8394	0
FF736	8392	1
FAW98	8390	13
FCM53	8388	22
FK550	8383	13
FWA95	8382	15
FJE34	8379	9
FW019	8376	-20
FK708	8375	7
FKJ75	8375	-6
FYH83	8374	1
FDD52	8373	-4
FR678	8373	-3
FEF88	8372	7
FAE34	8367	-27



# Greater Manchester Nominations Issues

Key areas that are being investigated by NHS GM include:

- **Patient safety**
  - Reviewed information from patients and reports via LFPSE
- **Smartcard governance, nomination data and GDPR**
  - Reviewed nomination switches
  - Suspended Smartcards
- **GPHC Standards**
  - Reports submitted to the GPHC by contractors, patients and stakeholders
- **NHS Contractual compliance**
  - Investigated by NHS GM and escalated to the national team
  - Discussed at the National Network Managers meeting & PSRC
  - Patient complaints reviewed via the NHS GM complaints process

# Greater Manchester Nominations Issues

## CPGM Actions:

- **Supported** affected contractors
- **Collated** feedback from affected contractors and escalated to:
  - NHS GM
  - Community Pharmacy England
- **Reported** concerns to the GPHC
- **Developed** briefing materials and patient resources for pharmacy teams

**CPGM has no statutory powers in this area**

# What you can do

- Use the CPGM briefing materials
- Encourage patients to report issues to NHS Greater Manchester
- Complete the Pharmacy Concerns Proforma and send to GMTOP
- Inform CPGM so we can support
- Report any patient safety issues via **LFPSE**

<https://record.learn-from-patient-safety-events.nhs.uk/>



# Services: Resetting your Focus

# Overview

This session will:

- Focus on **optimising services you are already funded to deliver**
- Explore how **skill mix, data and small incremental improvements** can create capacity and support sustainability
- Sharing **practical ideas** to help free up time in your pharmacy

# What Your Pharmacy Team Can Do

	Pharmacist	Pharmacy Technician	Foundation Pharmacist	Dispenser	Medicines Counter Assistant
Pharmacy First	✓	✗	✗	✗	✗
Discharge Medicines Service	✓ All stages	✓ Parts of S1 and all S2 & S3	✓ Part of S1	✓ Part of S1	✗
Pharmacy Contraception Service	✓	✓	✗	✗	✗
New Medicine Service	✓	✗	✗	✗	✗
Hypertension Case Finding Service	✓	✓	✓	✓	✓
Minor Ailments Service	✓	✓	✓	✓	✓
Flu vaccination	✓ PGD	✓ PGD	✓ National Protocol	✓ National Protocol	✓ National Protocol
Covid vaccination	✓ PGD	✓ PGD	✓ National Protocol	✓ National Protocol	✓ National Protocol
Accuracy Checking	✓	✓ ACT	✗	✓ Accredited Checker	✗

# Do One More

	One more a week	Annual	One more a day *	Annual
New Medicine Service	£28	£1456	£140	£7,280
Pharmacy First	£17	£884	£85	£4,420
Pharmacy Contraception Service (ongoing / initiation)	£25	£1300	£125	£6,500
Pharmacy Contraception Service (Emergency contraception)	£20	£1040	£100	£5,200
HCF - BP Check	£10	£520	£50	£2,600
HCF - ABPM	£50.85	£2644.20	£254.25	£13,221
<b>Total / week</b>	<b>£150.85</b>	<b>£7,844.20</b>	<b>£754.25</b>	<b>£39,221</b>

\*Based on a 5-day working week

# Group Discussion

**On your tables discuss the following (10 minutes):**

- **How do you currently use your pharmacy team?** (Roles, responsibilities, and day-to-day involvement)
- **Which pharmacy services do you prioritise, and why?** (Consider impact, funding, patient need, and capacity)
- **What changes could you make to increase service delivery?** (Workflow, skill mix, delegation, use of technology, training)

**Be ready to share (5 minutes):**

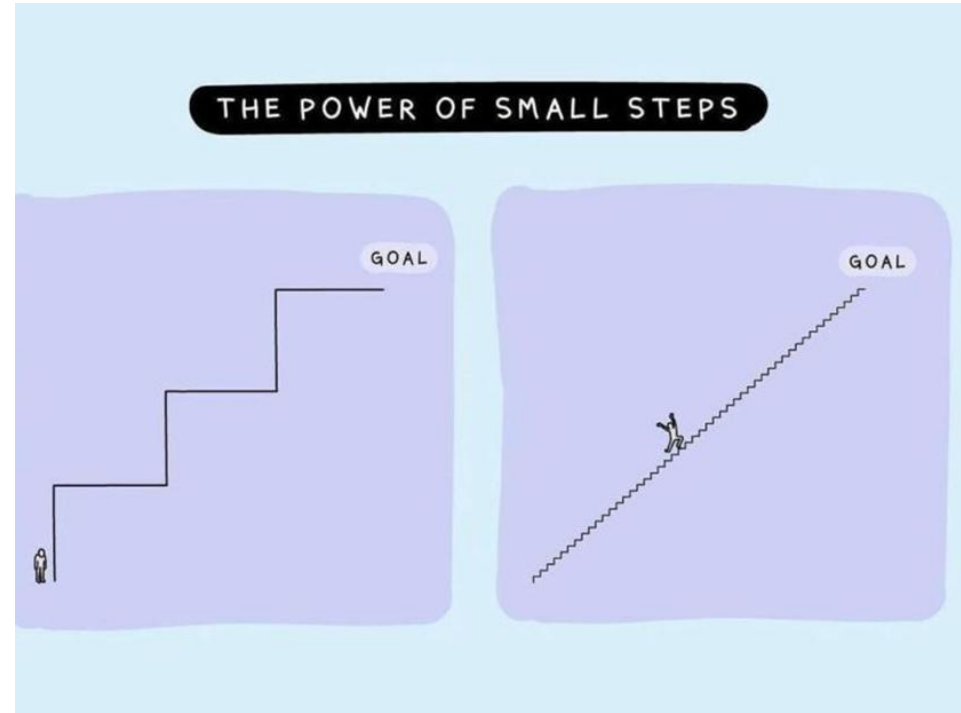
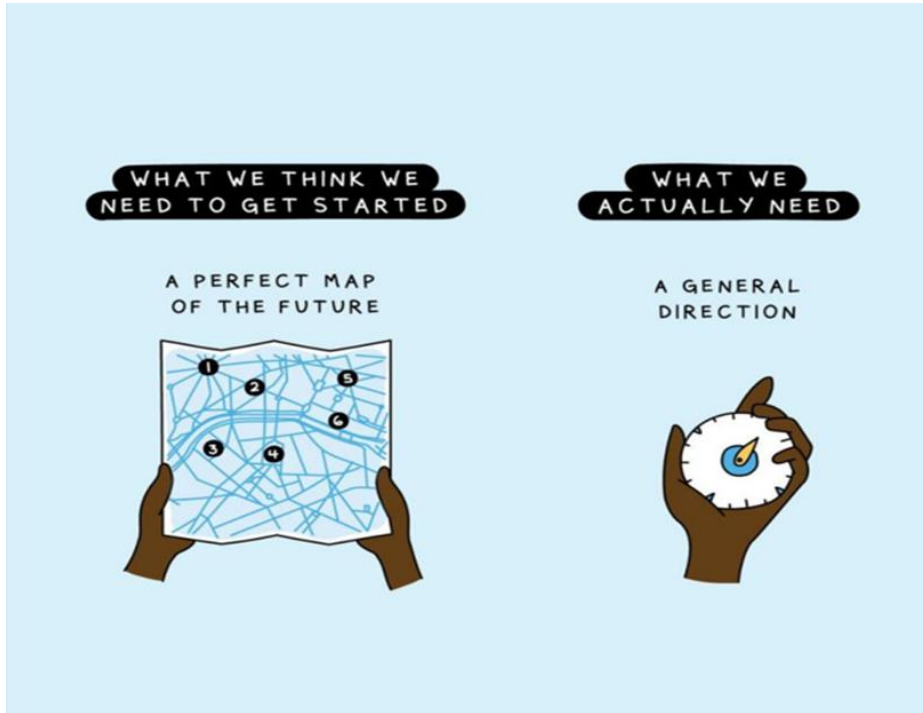
- 1–2 key insights from your discussion
- One practical change you could implement in your pharmacy



# Resetting your thinking



# Progress Not Perfection



# We're Not Superheroes

Common traits:

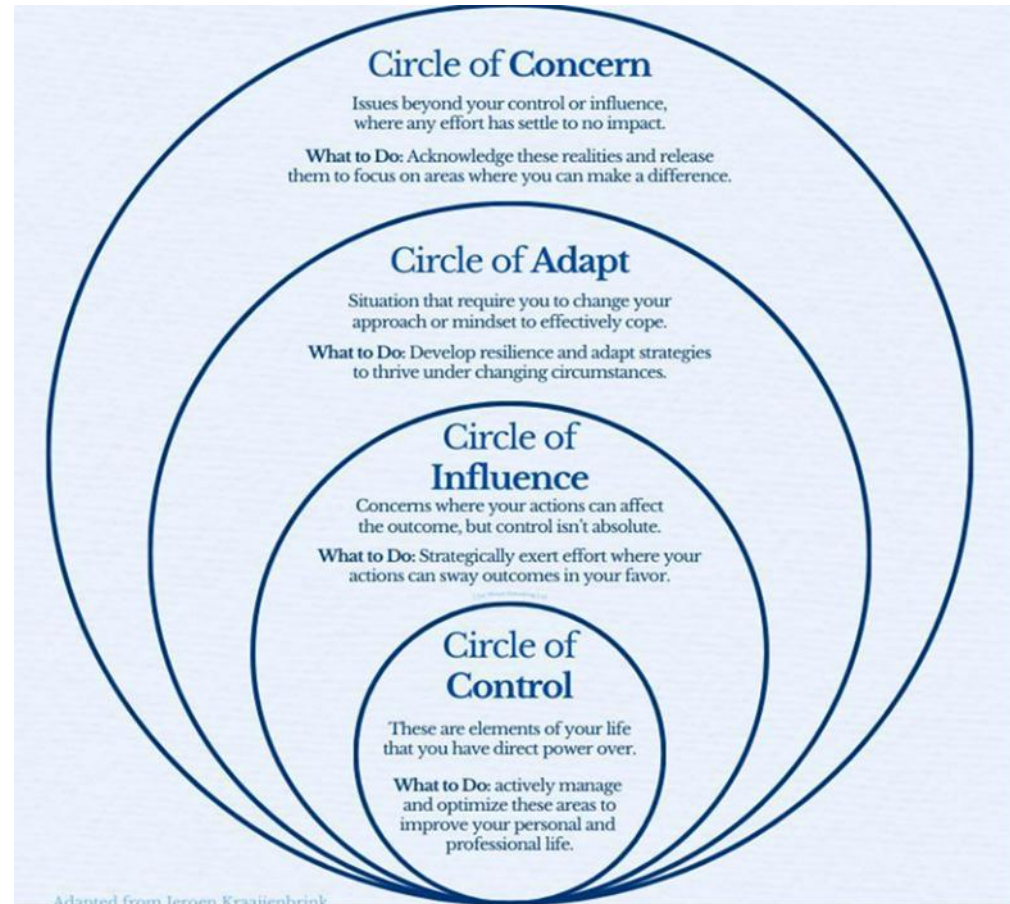
- High functioning
- High standards
- People pleasers
- Helpful and caring
- Over commit



# We're Not Doctor Who!

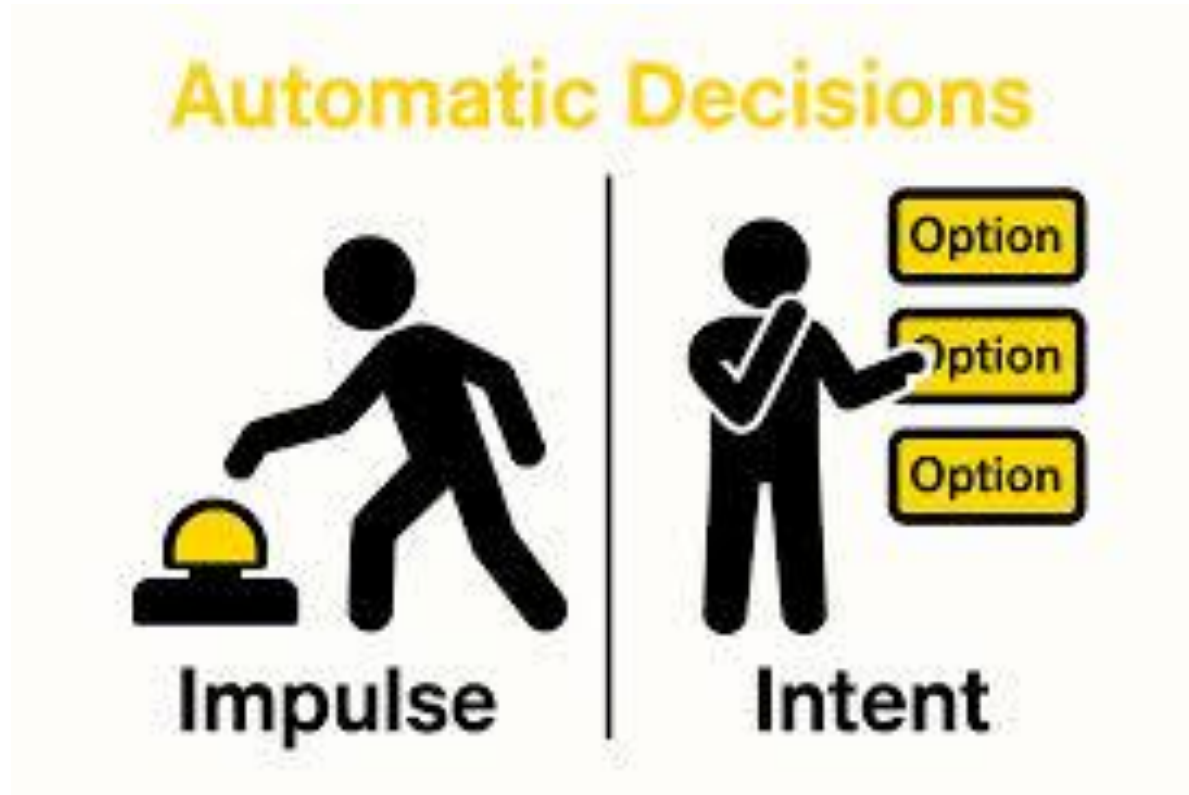


# The Circles of Life



# Conscious Decision Making

Gut



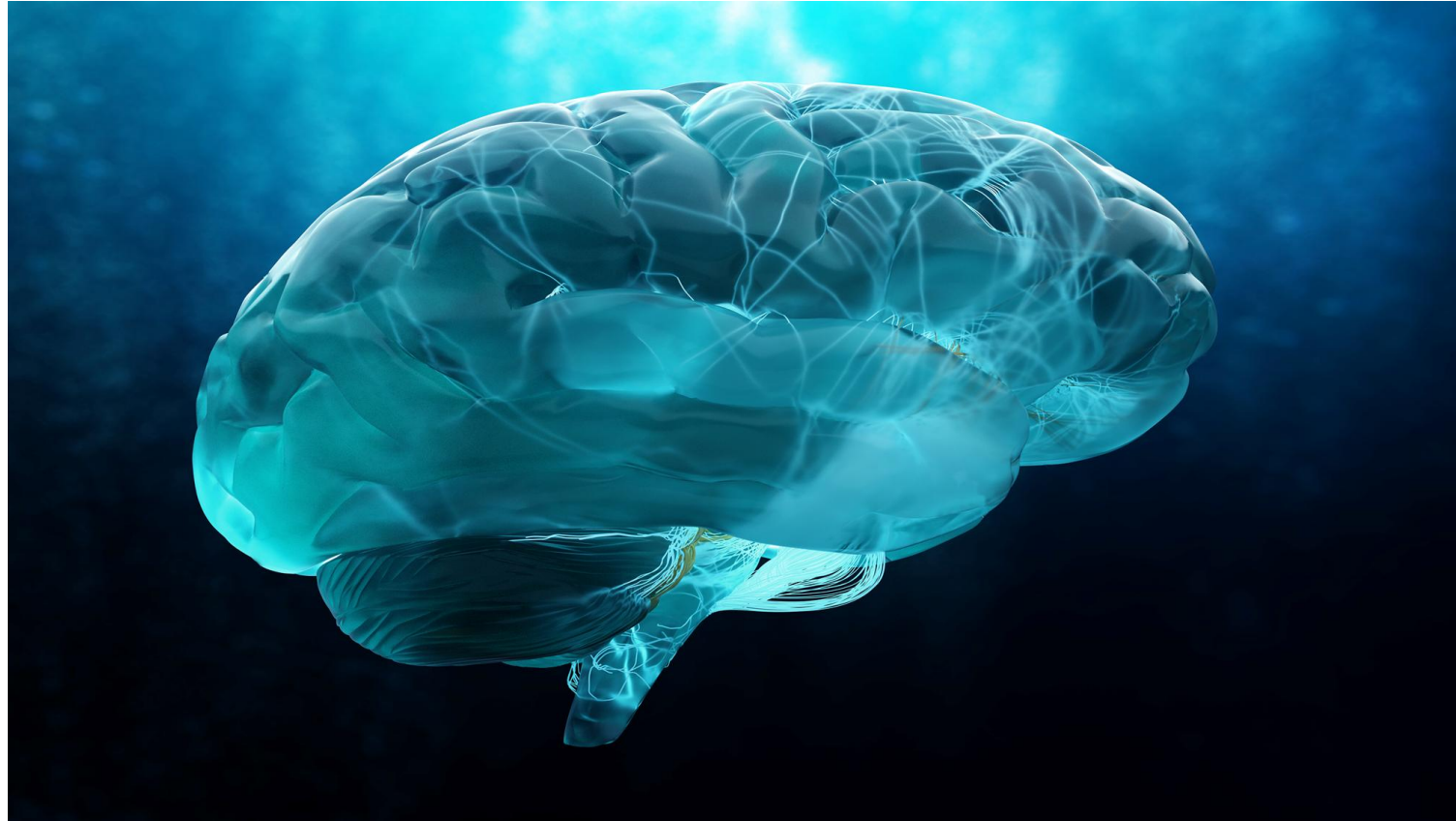
Brain

# Overwhelm And Burnout



- Build up of everyday pressures
- Rapid change
- Too much choice
- Increase in stress levels
- Feeling out of control

# Clear Your Mind!



**URGENT**

**IMPORTANT**



**DO NOW**

**NOT URGENT**



**PLAN**

**NOT IMPORTANT**



**DELEGATE**



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**GET RID OF**

# Your Team Is The Key To Success



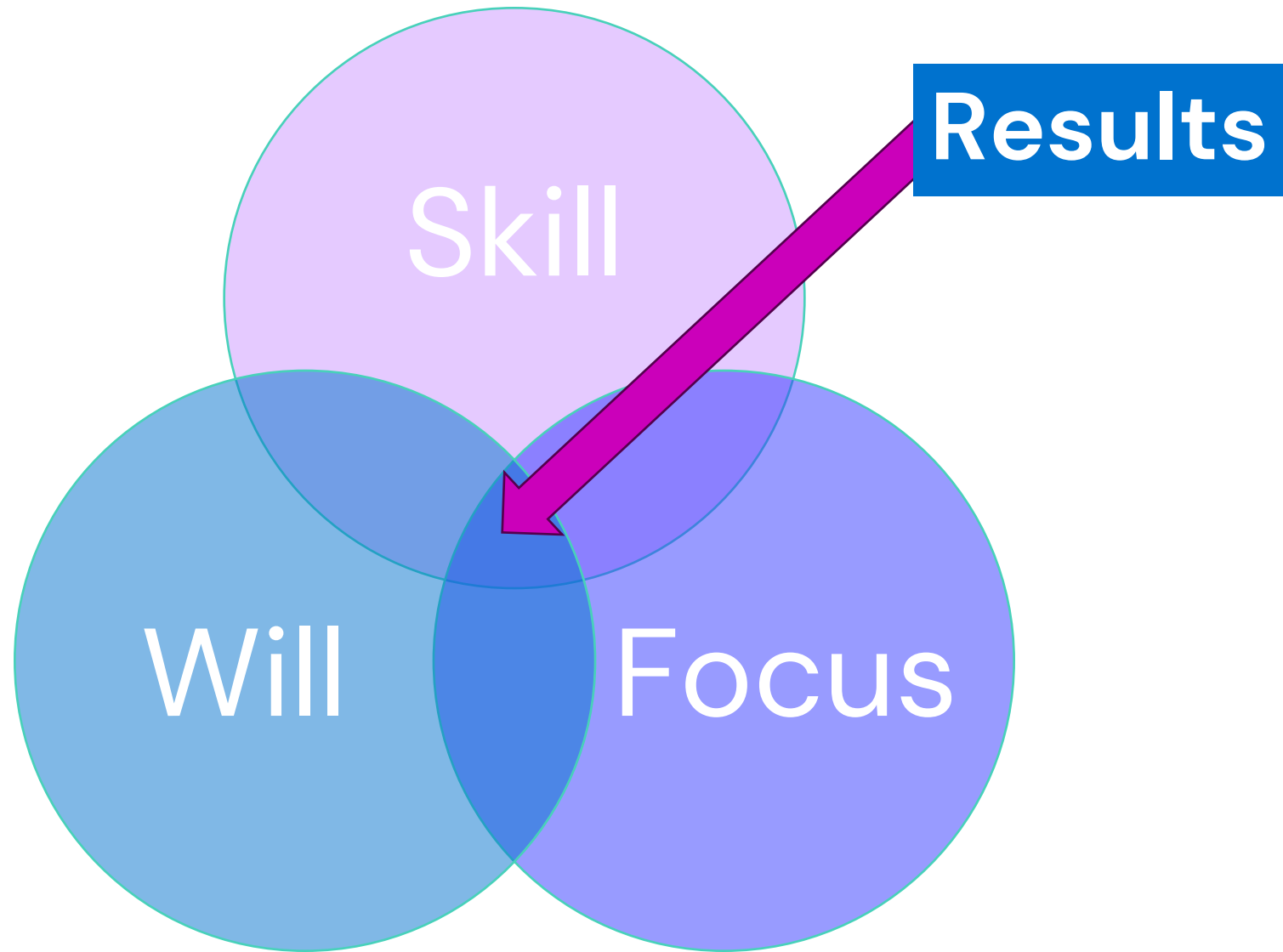
“A team is not a group of people who work together. A team is a group of people who **trust** each other”

Simon Sinek

# Encouraging Your Team



- Belief is everything
- Marginal gains
- What can be achieved
- You set the tone – if you believe so will your team



# Celebrate Success



**CPGM**   
**Connect** 

**Future events**



# April CPGM Connect Forum

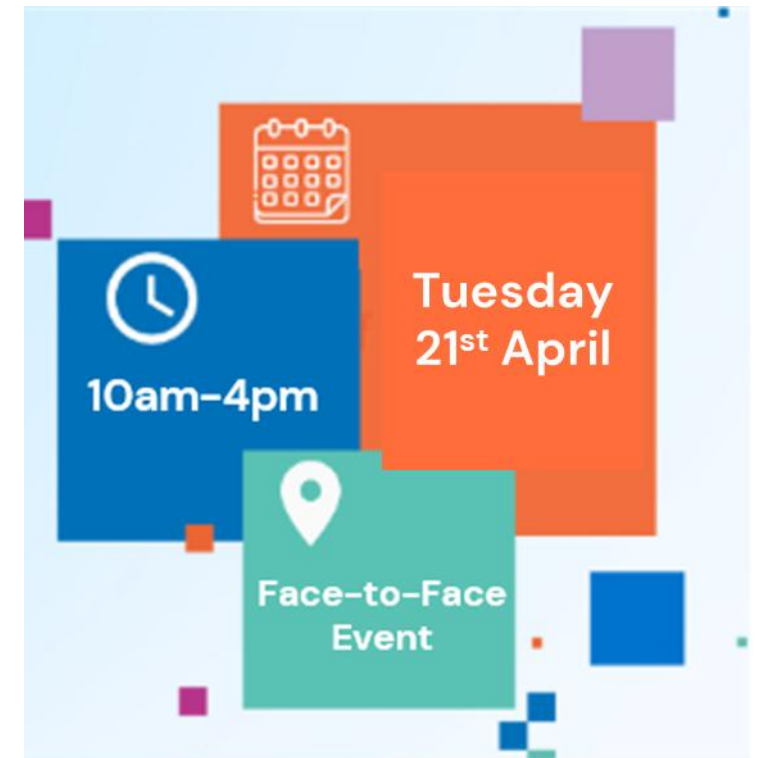
We've broadened connections with our contractors and are creating a network of pharmacy ambassadors

## What's Involved?

- Attend our forums and actively participate in pharmacy-related discussions
- Be our sounding board for feedback on specific topics
- Provide your 'on-the-ground' knowledge to inform, shape and challenge our thinking

## Why Attend?

- Make an Impact – Have your voice heard and directly shape the support we offer to pharmacies
- Connect and Collaborate – Network with like-minded peers
- Training and Development – Opportunity to support your CPD and revalidation





Would you like to be part of our network of pharmacy ambassadors?



Would you like to share your views and inform our support offer?



Do you have 'on-the-ground' knowledge and skills that could help challenge our thinking?



Want to meet with peers, learn and develop your existing skills?

For more information:  
[enquiries@cpgm.org.uk](mailto:enquiries@cpgm.org.uk)  
or speak to one of the CPGM Team

**The CPGM Connect Forum  
could be for you!**

# Otigo: Otoscope Training

Wednesday 29<sup>th</sup> April @ 7:30pm – 9:00pm

This F2F event will cover the following:

- Clinical presentation of otitis media
- Reminder of the PF pathways and the importance of good record keeping
- Information about Otigo
- Details about AMS and the role of community pharmacy teams
- Use of the otoscope – practical hands- on session

Registration and food provided from 7:00pm

# With thanks to our sponsors:



Please note: Our sponsors have had no influence over the agenda, selection of speakers or any other arrangements.